

Michigan Web Account Manager
MiWAM Toolkit
for Claimants



Michigan Web Account Manager MiWAM Toolkit

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Michigan Web Account Manager

Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Unemployment Insurance Agency's (UIA) new and improved system for managing your unemployment account electronically. MiWAM replaces the Claimant Web Account Manager (CWAM) and makes doing business with the UIA simpler, faster and more efficient. The new MiWAM is more visually appealing and user-friendly.

MiWAM allows you to perform routine transactions such as filing claims, certifying for benefits, viewing correspondence, and updating your unemployment claim information online. The system is accessible 24 hours a day, seven days a week.

For claimants, managing your account online is secure, more accurate, processes quicker, and it allows for more real-time interaction with UIA staff. For the Agency, MiWAM helps lower the costs of processing certifications, decreases paper and scanning costs and reduces keypunching and other errors.

What You Can Do With MiWAM

- File a Claim
- Report for benefits
- Change Contact Information and Contact Method
- Respond to Fact-Finding
- Submit protest and appeal
- Make a Restitution Payment
- Request an Advocate
- Request a Waiver for Financial Hardship
- Send Online Inquiries to Virtual Problem Resolution (VIPR) Team
- View all existing and past claims
- Submit Fraud Tips Anonymously

Who to Contact

If you have questions about MiWAM or need help with the system, please call the following number: 1-866-500-0017, select the option to speak to a customer service representative.

Michigan Web Account Manager

MiWAM Logon Instructions

www.michigan.gov/uia

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Step 1

If you want to create a MiWAM account, you must have a record with the Agency as a result of filing a claim within the past two years.

From the UIA Public Web Site, www.michigan.gov/uia, click on the MiWAM logo to access MiWAM.



After clicking on the MiWAM logo, the home page shown below will appear. You can register as a new user, or access your existing account. To sign up for Online Services you must first click on the ["Sign Up for Claimant Online Services"](#) hyperlink.

If you currently have an account, you can log in to your account with the same username and password you created when signing up for online services under the Claimant Web Account Manager (CWAM).

Online Services for Employers	Log In To MiWAM
<ul style="list-style-type: none">Register A BusinessSign Up for Employer Online ServicesLost/Never Received Authorization CodeForget your Password? Forgot your Username?	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username <input type="text"/></p> <p><small>Required</small> Password <input type="password"/></p> <p><input type="button" value="Sign In"/></p>
Online Services for Claimants	
<ul style="list-style-type: none">File a New ClaimFind a Saved ClaimSign Up for Claimant Online Services ←Having trouble logging in?	
Other Online Services	
<ul style="list-style-type: none">Report Claimant Fraud	

Step 2

On the MiWAM Sign-Up screen displayed below, you must enter the three required pieces of information needed to create a web account.

- Telephone number
- Social Security number (must be entered twice)
- Date of Birth (DOB)

After completing the required fields, you must click the **Next Step** button to go to the next screen.

Previous Step **MiWAM Sign-up** **Next Step**

CLAIMANT SIGN-UP

Creating a MiWAM account will allow you to exchange information with the Unemployment Insurance Agency (UIA).

In order to create a MiWAM account, you must have filed an unemployment claim with the UIA in the past two years. Creating an account, and accessing functions and services online, will save you postage, time and provide convenient access to your account information. Please complete the following steps.

ENTER YOUR IDENTIFICATION

A social security number, date of birth and telephone number are required to create a MiWAM account. You will not be allowed to continue if the information below is not submitted.

1.1. E-mail Address

1.2. Phone

1.3. Social Security Number

1.4. Re-Enter Your SSN

1.5. Date of Birth

INSTRUCTIONS

- After completing all required fields click the 'Next Step' button at the top of the Page.
- If you would like to cancel this request at anytime click the 'Home' hyperlink in the navigation panel.
- [Click Here To View Field Legend](#)

Step 3

The next step in the process is to create your username and password to access MiWAM. Create a username and password that is easy to remember. Make sure to answer the security question. Answering the question now will save time if you forget your username or password by allowing you to reset them after answering your security question. Your secret question answer cannot be blank and cannot have leading or trailing spaces.

Your MiWAM password will expire every 13 months.

Previous Step **Create Your Username** **Next Step**

CREATE A USERNAME AND PASSWORD

You will use this username and password to sign into MiWAM.

2.1. User Name

2.2. Password

2.3. Confirm Password

SECURITY QUESTION

The answer to your selected secret question will be used to help identify you as the owner of this account.

2.4. Secret Question

2.5. Secret Answer

2.6. Confirm Secret Answer

USERNAME RULES

- Must be between 7 and 30 characters long
- Cannot contain spaces

PASSWORD RULES

- Must be between 8 and 15 characters long
- Cannot contain spaces
- Must contain both letters and numbers
- Case sensitive
- Cannot be the same as your username

After completing the required fields, you must click the **Next Step** button to go to the next screen.

Step 4

You must choose "Yes" on the Security Agreement to be given access to MiWAM.

Previous Step

Security Agreement

Next Step

Submit

ACCEPT THE SECURITY AGREEMENT

Your Responsibilities

All users must agree to follow the established criteria for use of any application within the MiWAM. Violation of these policies will result in the loss of access privileges.

Account Owners

- The Account Owner is the individual who creates the Web Account.
- All information provided during the creation of the Web Account must be complete and accurate. If an account is set up based on erroneous or misleading information, the account privileges will be revoked and no future account will be created.
- The account owner assumes all responsibility for the use of the Agency's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they were intended. No information obtained as a result of establishing a MiWAM Account can be shared
- Any use which interferes with the Agency's ability to provide service is prohibited
- Should the account be used as a part of network attack, the Agency reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- The Agency may terminate service to the subscriber at any time, without notice, for violation of this agreement.

Consent

By choosing the yes option, you agree with the terms of this statement. Continued use of a MiWAM account indicates ongoing acceptance of the terms of this agreement by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Security Agreement shown above?

Yes

No

All steps have been completed.

When you are ready to continue, click the 'Submit' button.

Once you click the **Submit** button, you will receive a Confirmation.

OkPrint

CONFIRMATION

The following user was added successfully:

Username: dbrown123

Phone Number: (313)555-0000

Email Address: dbrown123@nomail.com

Your Confirmation Number is: 1-107-591-168

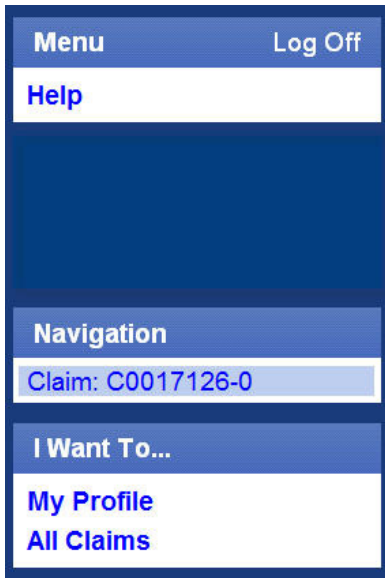
OkPrint

Michigan Web Account Manager

Navigating MiWAM

SIDEBAR NAVIGATION

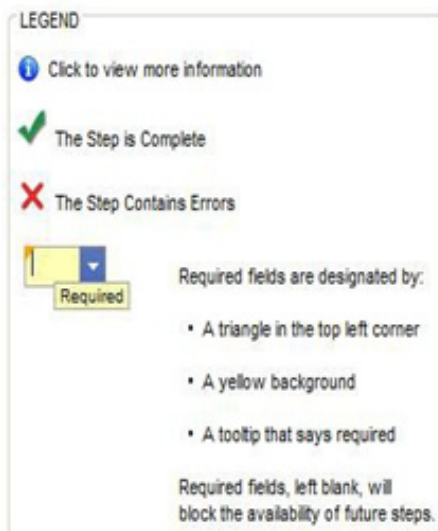
You will see a panel on the left of your screen. It allows quick access to existing windows.



Menu	Allows you to log off and access help.
Navigation	Allows you to view where you currently are within MiWAM. Any of the hyperlinks can be selected.
I Want To...	Allows you quick access to frequented links. These links will change based on the menu/tab that is open

LEGEND

When entering data into MiWAM, always look for the following symbols:



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Navigating MiWAM

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FIELD COLORS

Field colors are used to denote important information regarding what you can or cannot enter into that data field.

WHITE (Default)-This field is in an inquiry or view-only mode that will not accept data entry.

RED (error)-This field is in error and has failed validation. Hovering over the error with the mouse will show what the error is.

YELLOW (Required)-This field is mandatory. You must enter a value in this field before the information can be saved or proceed to the next screen. If yellow fields are not completed, MiWAM will not save the record.

GREEN (User enabled)-This field is optional. The information is not required but keep in mind that it is often beneficial to complete as much information as possible.

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Navigating MiWAM

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UNDERSTANDING TABS IN MiWAM

Within MiWAM, you will see many Tabs and Sub-Tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple sub-tabs. Click a tab to display information corresponding to the tab label. When a tab is selected, its corresponding sub-tabs are then displayed beneath the selected tab.

Sub-tabs may display a superscript number. This number indicates the total of all items listed in that Sub-tab. For instance, in the Figure below, the "1" superscript on the Claims sub-tab indicates that there is one claim.

Sub-Tab →

← Tab

MY CLAIMS		
Claim ID	Claim Status	Benefi
C0044003-0	Allowed	24-Fel

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Navigating MiWAM

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CLAIM/ACCOUNT VIEW

Once you have logged into MiWAM, your screen will default to view the most active claim/account on file. You will notice several Tabs that will allow you to take different actions on your most recent claim or view activities that have taken place. For instance, in the figure below, you will see messages that tell if you need to certify or respond to fact-finding. You will also see a listing of all the certifications on your most recent claim.

User Information: You are signed in as *barcandy12*

CLAIM ID C0027228-0

Social Security Number	*** - ** - 1112
Benefit Year Begin	7/14/2013
Benefit Year End	7/12/2014
Weekly Benefit Amount	\$246.00
Total Weeks Allowed	20
Weeks Remaining	20



NAMES AND ADDRESSES

Legal Name	Edit	CANDY BAR
Physical Address	Edit	3024 W GRAND BLVD DETROIT MI 48222-0001

CERTIFICATION [NOTICES¹](#) [ACTIVITIES⁰](#) [LETTERS⁹](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [DETERMINATIONS](#)

WEEKS

REQUIRES ATTENTION

-  **You have benefit weeks that have not been certified.** [Click Here to Certify](#)
-  **Additional Fact Finding is required for your claim.** [Click Here to Respond](#)

PREVIOUSLY CERTIFIED

[Defaults](#) [Filter](#)

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
03-Aug-2013	246.00	0.00	0.00	0.00	Open Non-Monetary issue
27-Jul-2013	246.00	0.00	0.00	0.00	Open Non-Monetary issue
20-Jul-2013	246.00	0.00	0.00	0.00	Not registered with Michigan Works.

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Navigating MiWAM

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CLAIMANT/CUSTOMER VIEW

[Menu](#) [Log Off](#)

[Help](#)

Navigation
[Claim: C0047197-1](#)
[My Claims](#)

I Want To...
[My Profile](#)
[All Claims](#)

By clicking the *“All Claims”* link from your Sidebar Navigation panel, you will see all the claims on file with the Agency. You will also notice that the Tabs for viewing different actions involved with your claims have changed. In the figure below, two claims are displayed—a regular claim and an extension. By clicking on the Claim ID, you would be able to see further details about each claim.

HAPPY ADAMS
Claimant SSN: ***-**-3177

NAMES AND ADDRESSES
Legal: HAPPY ADAMS
Physical: 3024 W GRAND BLVD DETROIT MI 48202-6024

CLAIMS² **ACTIVITIES⁰** **NOTICES** **LETTERS⁰** **CLAIMANT SERVICES**

MY CLAIMS²

MY CLAIMS [Hide History](#) [Filter](#)

Claim ID	Claim Status	Benefit Year Begin	Weekly Benefit Amount	Total Weeks
C0047197-0	Allowed	04-Nov-2012	314.00	20.00
C0047197-1	Allowed	04-Nov-2012	314.00	10.80

UNIQUE CLAIM ID

Your claim will now be identified by a unique Claim ID in MiWAM. The list defaults to your most recent claim at the top. As pictured below, the Claim ID- C1846700-2 represents Tier 2 of the EUC. By clicking on the Id number you can view the details of that claim. If you need to inquire about the details of a specific claim, now you can refer to the claim by the Claim ID number.

CLAIMS⁴ **ACTIVITIES⁰** **NOTICES** **LETTERS⁰** **CLAIMANT SERVICES**

MY CLAIMS⁴

MY CLAIMS

Claim ID	Claim Status	Benefit Year Begin
C1846700-2	Allowed	20-Jan-2013
C1846700-0	Allowed	20-Jan-2013
C1846700-1	Allowed	20-Jan-2013
C1846699-0	Allowed	22-Jan-2012

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Filing a New Claim

From the UIA Public Web Site, www.michigan.gov/uia, click on the MiWAM logo to access MiWAM to file a claim. You do not need a MiWAM account to file your new claim online.



After clicking on the MiWAM logo, the home page shown below will appear.



Online Services for Employers	Log In To MiWAM
<ul style="list-style-type: none">Register A BusinessSign Up for Employer Online ServicesLost/Never Received Authorization CodeForget your Password? Forgot your Username?	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username <input type="text"/></p> <p>Required Password <input type="password"/></p> <p><input type="button" value="Sign In"/></p>
Online Services for Claimants	
<ul style="list-style-type: none">File a New Claim ←Find a Saved ClaimSign Up for Claimant Online ServicesHaving trouble logging in?	
Other Online Services	
<ul style="list-style-type: none">Report Claimant Fraud	

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Filing a New Claim

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FIND A SAVED CLAIM

MiWAM allows you to save your claim and complete it later during the same calendar week. The **Save and finish later** button is displayed at the top and bottom of each page. You will receive a confirmation number and a claim filing number. Click the ***“Find a Saved Claim”*** link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. **Please note-MiWAM will timeout after 15 minutes of inactivity, for security reasons.**

Click the link for ***“Step 1-Provide Identification Information”*** to begin filing your claim. There are 7 steps in the claims filing process. You **must** complete all 7 steps.

Step 1: Provide Identification Information << START HERE

The screenshot shows the 'IDENTIFICATION INFORMATION' form. At the top right are buttons for 'Save and finish later' and 'Cancel'. Below the title is a disclaimer: 'Yellow boxes indicate information is required. A green box indicates optional information. Federal and state laws require that certain types of information be provided upon request for statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.'

The form is divided into sections:

- Social Security Number**: Includes a field for the Social Security Number (with a green box) and a confirmation field (with a green box).
- Have you worked under more than one Social Security Number?**: Radio buttons for 'Yes' and 'No'.
- Name Information**: Fields for Last Name (SMITH), First Name (JOHN), Middle Name, Suffix, and Additional Last Name (with a green box).
- Driver License / State ID**: Fields for Driver's license or state identification number (S1212121212) and Issuing state of your driver's license or state ID (MICHIGAN).

At the bottom, there are buttons for 'Return to Summary' and 'Go to Step 2: Demographics' (highlighted with a red box and an arrow). There are also 'Save and finish later' and 'Cancel' buttons at the bottom right.

At the bottom of each page, the **Return to Summary** button is displayed. This button allows you to return to any step within the process at any time prior to submitting the claim. The completed steps are identified by the green checkmarks as indicated in the example on the following page.

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Filing a New Claim

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Once you complete **all** 7 steps you will see the following screen. The **Submit** button will only appear after **all** 7 steps have been completed. You must click the **Submit** button to receive a confirmation number. A red **X** displayed next to a step will indicate an error that needs to be corrected or the step has not been completed.

This application allows you to file a claim for unemployment benefits online. A claim cannot be filed early. Filing today means your claim will begin this week unless you request previous weeks.

You will be asked a series of questions. Based on your responses, you may be asked to answer additional questions to complete your application. Click on the blue text to complete each step. You can return to completed steps to correct or change information. Benefits will not be allowed on an incomplete application.

Give complete and honest answers. The law provides severe penalties of fines, imprisonment, damages, and/or community service for anyone who intentionally gives incorrect information or hides information to obtain or increase benefits. If you are using an interpreter or someone is helping you, that person should enter only your response to a question. You are responsible for responses given, the person helping you cannot be held liable.

There are 7 steps to the application that must be completed. If you do not get a confirmation number, your claim has not been completed.

Click to view more information

The Step is Complete

The Step Contains Errors

Required fields are designated by:

- A triangle in the top left corner
- A yellow background
- A tooltip that says required

Required fields, left blank will not allow you to proceed.

Step 1: [Provide Identification](#)

Name: JOE SMITH

Step 2: [Demographic Information](#)

Physical Address: 614 JOHNSON ST SAGINAW MI 48607-1553

Step 3: [Additional Information](#)

Additional questions have been answered

Step 4: [Identify Employers](#)

REVIEW EMPLOYER 8

[Add Employer](#) [Update Last Employer](#)

[Edit](#)

Worked for Employer ☐

Last Employer ☐

Military ☐

Federal ☐

Name GOAL CONSULTING LLC

Doing Business As

Clicking the **blue hyperlink** after each step allows you to edit the information prior to submission.

Step 5: [Payment Method](#)

You have chosen debit card as the payment method.

Step 6: [Set Up MIWAM Account](#)

You have completed your MIWAM account information.

Step 7: [Benefit Rights](#)

You have reviewed your benefit rights.

Submit

[Save and finish later](#)

[Cancel](#)

Michigan Web Account Manager

Filing a New Claim

continued from page 13

If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:

Ok Print

CONFIRMATION

Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is 1-543-798-784

Current date: Thursday 9-May-2013

Claimant first and last name: JOHN SMITH

First MARVIN appointment: Tuesday, 21-May-2013 from 6:00 PM to 7:00 PM
If you are unable to call during your appointed time, you may call Thursday or Friday between 8:00 AM and 7:00 PM. You can also certify with your MiWAM account at anytime.

Ok Print


Michigan Web Account Manager

Reporting for Benefits

Certification questions in MiWAM are presented for single weeks. The yellow yield sign appears if there are weeks that you have not yet been paid for and need to report. You will see the following screen after logging in to MiWAM:

CLAIM ID C0025041-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 1694	Legal Name	Edit Joe Smith
Benefit Year Begin	4/28/2013	Physical Address	Edit 1234 WOODWARD AVE DETROIT MI 48202-3165
Benefit Year End	4/26/2014		
Weekly Benefit Amount	\$362.00		
Total Weeks Allowed	20		
Weeks Remaining	18		

CERTIFICATION	NOTICES ⁰	ACTIVITIES ⁰	LETTERS ⁰	ATTRIBUTES	CLAIMANT SERVICES	NON-MONETARY ISSUES
WEEKS						

REQUIRES ATTENTION
 **You have benefit weeks that have not been certified.** [Click Here to Certify](#)

PREVIOUSLY CERTIFIED						Defaults	Filter
Week	Weekly Benefit	Reduction	Withheld	Benefit Payment	Status		
11-May-2013	362.00	0.00	0.00	362.00	Processing		
04-May-2013	362.00	0.00	0.00	362.00	Processing		

Michigan Web Account Manager Reporting for Benefits


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Click the [blue](#) hyperlink "[Click Here to Certify](#)" to answer the certification questions for the week(s) not reported. You will see a list of the certification questions that will need to be answered.

NOTE: You can change your address during the reporting process in MiWAM!

Submit

Cancel

 CERTIFICATION

CERTIFICATION QUESTIONS

Has your address changed since your last certification?

Yes


No

Required

Are you claiming the week beginning Sunday, 06-16-2013 through Saturday, 06-22-2013?

Yes


No



Were you available to accept full-time work every day between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes


No



Were you able to work full-time every day from Sunday, 06-16-2013 through Saturday, 06-22-2013?

Yes


No



Did you look for work during the week Sunday, 06-16-2013 through Saturday, 06-22-2013?

Yes

No



Michigan Web Account Manager Reporting for Benefits

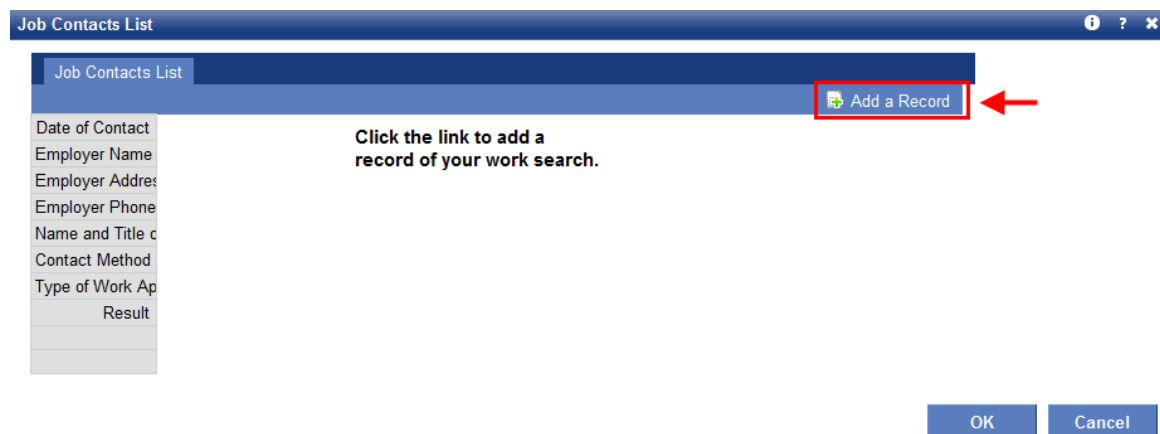
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SUBMITTING WORK SEARCH

If you indicate that you looked for work during the specified week, you can also enter your work search information while completing your certification in MiWAM!

Click the link below to enter jobs you applied for, or employers contacted while looking for work.

[Click here to enter job](#)



The screenshot shows a window titled "Job Contacts List". Inside, there is a sub-header "Job Contacts List" and a button labeled "Add a Record" with a green plus icon. A red arrow points to this button. Below the button, there is a list of fields: Date of Contact, Employer Name, Employer Address, Employer Phone, Name and Title of Person Contacted, Contact Method, Type of Work Applied For, and Result. A message says "Click the link to add a record of your work search." At the bottom right are "OK" and "Cancel" buttons.

You will then be directed to enter the job contact information as instructed below.



The screenshot shows the "Job Contacts List" window with "Record 1" selected. The form contains the following fields: Date of Contact (17-Jun-2013), Employer Phone ((313)555-1234), Employer Name (ABC Company), Employer Address (1234 Main Street, Detroit, MI 48202), Name and Title of Person Contacted (Joe Smith), Contact Method (In Person), Type of Work Applied For (Sales), and Result (Scheduled for Interview). A link "Click here for help filling out Job Contacts" is next to the Employer Phone field. At the bottom right, the "OK" button is highlighted with a red box and a red arrow points to it. The "Cancel" button is also visible.

Michigan Web Account Manager Reporting for Benefits

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You can also submit your work search by clicking the “[Submit Job Search Contacts](#)” link below the Other Services column under the **CLAIMANT SERVICES** tab.

CERTIFICATION	NOTICES⁰	ACTIVITIES⁰	LETTERS⁷	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS			OTHER SERVICES			
File a claim			Contact Method			
			Modify Benefit Payment Method			
			Request Advocate			
			Request Restitution Waiver for Financial Hardship			
			Submit Job Search Contacts ←			
			Update Withholding			

Continue answering the certification questions.

Did you quit any job between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you refuse any job(s) or offer(s) of work between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Were you fired from any job between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you BEGIN attending school or training classes between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you BEGIN receiving a pension between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you receive vacation pay between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Michigan Web Account Manager Reporting for Benefits

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Continue answering the certification questions and click the **Submit** button.

Did you receive severance pay between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes

No



Did you do any type of work between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes

No



Did you have any earnings between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes

No



Did you return to work full time between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes

No

Certification: I understand that the answers I give may affect my benefit payments. I certify that I am the individual listed on this claim. Answering questions or certifying for benefits for anyone other than yourself is considered fraud and is punishable by law. I understand that making false statements, concealing information or misrepresenting facts is considered fraud. I understand that if I give false information to receive benefits I will have to repay benefits, my claim may be stopped, I may be required to pay additional fees, and could serve time in prison. I understand the penalties for committing fraud and certify that the answers I have given for the week 06-16-2013 through 06-22-2013 are true and correct.

I Understand



Submit

Cancel

Michigan Web Account Manager Reporting for Benefits

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You will receive a confirmation message indicating that your certification has been accepted

Ok

Print

CONFIRMATION

Your certification has been accepted for the week-ending 6/22/2013. Your payment will be issued on the next business day.
The expected amount of your payment is \$236.

Ok

Print

***NOTE-** You will be required to certify for each week individually in MiWAM. Your responses will be registered for one week at a time. *

Michigan Web Account Manager


Responding to Fact-Finding



There are two ways to respond to the Agency's request for fact-finding. When you log into your MiWAM account, just click on the link indicating that additional fact finding is required.

[CERTIFICATION](#) [NOTICES¹](#) [ACTIVITIES⁰](#) [LETTERS⁹](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [DETERMINATIONS](#)

WEEKS

REQUIRES ATTENTION

 **You have benefit weeks that have not been certified.** [Click Here to Certify](#)

 **Additional Fact Finding is required for your claim.** [Click Here to Respond](#) 

You can also click on the [DETERMINATIONS](#) Tab, click the Fact Finding sub-tab and then click on the link to add the required fact finding.

[CERTIFICATION](#) [NOTICES¹](#) [ACTIVITIES⁰](#) [LETTERS⁹](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [DETERMINATIONS](#) 

[DETERMINATION STATUS](#) [FACT FINDING](#) [ADVOCACY](#)

Fact Finding	Status	Employer	Claim ID
Generic Availability	Required	Add 	C0027228-0

Complete the required fields and click the submit button. You will be required to enter your UIA Web Password to authorize the submission. You can find this questionnaire under the **Activities** tab.

[Submit](#) [Save and finish later](#) [Cancel](#)

MiWAM will time out after 15 minutes of inactivity.


GENERIC AVAILABILITY - QUESTIONNAIRE:

ISSUE DETAIL

Issue

Fact Finding

QUESTIONNAIRE:

Enter the date you began to limit your availability for work.  **Required**

Are you currently available for full time work? ☐ Yes ☐ No

[Submit](#) [Save and finish later](#) [Cancel](#)

Michigan Web Account Manager

Letters and Correspondence

MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive from UIA from this point on will have a unique letter ID number, making it easier to search for correspondence related to a specific topic. With MiWAM you can:

- View Web Notices
- Send claim inquiries to the Agency
- Set your mail preference—select this option if you would like to receive UIA correspondence electronically
- Search for correspondence sent from UIA by the Letter ID
- Check the status of correspondence sent to the Agency
- See the status of your protest or appeal

Here are some samples of what you'll see in MiWAM:

SEARCH BY LETTER ID

All letters sent to you from the Agency will be viewable under the Letters Tab and sub-tab. To see a PDF copy of the letter, you can click on the link of the letter ID.

CERTIFICATION	NOTICES ⁰	ACTIVITIES ¹	LETTERS ⁴	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
LETTERS RECEIVED CORRESPONDENCE						
LETTERS						Filter
Sent	Letter Id	Type	Account	Id	Quarter Ending	Requested
	L0000575016	UIA 1575 -- Claimant Monde Claim		C0170003-0		05-Feb-2013
	L0000604626	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013
	L0000604627	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013
	L0000606583	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013

Michigan Web Account Manager Letters and Correspondence

continued from page 22

RECEIVED CORRESPONDENCE

All correspondence that you send to the Agency will be viewable in your MiWAM account here!

[CERTIFICATION](#) [NOTICES⁰](#) [ACTIVITIES¹](#) [LETTERS⁴](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [DETERMINATIONS](#)

[LETTERS](#) [RECEIVED CORRESPONDENCE](#)

The information provided here allows you to track correspondence received by the agency. Please allow 5 processing days for posting. Recent correspondence will appear first. Examples of received correspondence are: protests, appeals, inquiries, and miscellaneous.

UNEMPLOYMENT INSURANCE AGENCY RECEIVED CORRESPONDENCE

[Filter](#)

Form Title	Form Number	Letter ID	Date Received
------------	-------------	-----------	---------------

Michigan Web Account Manager

Other MiWAM Services

MODIFY BENEFIT PAYMENT METHOD

If you would like to change the method of how you receive your benefit payments, click the **CLAIMANT SERVICES** tab and then select the link to *“Modify Benefit Payment Method”*.

CERTIFICATION	NOTICES⁰	ACTIVITIES⁰	LETTERS⁷	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS			OTHER SERVICES			
File a claim			Contact Method			
			Modify Benefit Payment Method ←			
			Request Advocate			
			Request Restitution Waiver for Financial Hardship			
			Submit Job Search Contacts			
			Update Withholding			

continued from page 24

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Debit Card

Do you want to modify?

Continue

Select payment method

Debit Card

Direct Deposit

I am granting the Unemployment Insurance Agency permission to credit my account.

Agree

Disagree

If you do not have a check to look at, look at your monthly bank statement or contact your financial institution.

Joe Smith
1234 Anystreet Court
Anycity, AA 12345

1234

Pay to the order of _____
_____ Dollars

Bank Anywhere
⑆ 123456789 ⑆ 123456789123 ⑆ 1234

Routing Number

Account Number

Check Number

SAMPLE

U.S. Financial Institution Routing Transit Number

072000326

Reenter the U.S. Financial Institution Routing Transit Number

072000326

U.S. Financial Institution Name

JPMORGAN CHASE BANK, NA

U.S. Financial Institution Account Number

123456789123

Reenter the U.S. Financial Institution Account Number

123456789123

Account Type

Checking

Submit

Cancel

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Michigan Web Account Manager

Other MiWAM Services

continued from page 25

VIEWING AND SENDING ONLINE INQUIRIES

Viewing Notices

Viewing online messages from the Agency is now easier with MiWAM! Just click on the **NOTICES** tab. You can view messages and notices sent from the Agency to your MiWAM account, or messages you've sent to the Agency inquiring about your account.

Menu Log Off
[Help](#)

Navigation
[My Claims](#)
[My Profile](#)

NICK JONES
Claimant SSN ***-**-5155

NAMES AND ADDRESSES
Legal NICK JONES
Physical 3024 W GRAND BLVD DETROIT MI 48202-6024

CLAIMS² ACTIVITIES⁰ NOTICES¹ LETTERS¹ CLAIMANT SERVICES

UNREAD¹ INBOX OUTBOX

UNREAD Filter

Posted	Subject	Claim Id	Claim Type	Week	Urgent	Attach
08-Apr-2013	Welcome to MiWAM	C0047106-0	Claim		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Sending Online Inquiries

To send an online inquiry to the Agency's Virtual Problem Resolution Team about your claim, click on the **Send Message** tab.

CLAIMS² ACTIVITIES⁰ NOTICES¹ LETTERS¹ CLAIMANT SERVICES

UNREAD¹ INBOX OUTBOX

OUTBOX Filter

Posted	Subject	Claim Id	Claim Type	Week	Attach
--------	---------	----------	------------	------	--------

Send Message

Michigan Web Account Manager

Other MiWAM Services

continued from page 26

Make your selections to change your benefit payment method:

Once you have provided the required information, click the **Send Message** tab.

Send Message **Cancel**

SEND NOTICE

Message Type

Debit Card/Direct Deposit

Claim(s)

C0047493-0 - UI Claim

Certification

Week

Subject

Payment Method

Can I change my payment method using my MiWAM Account?

Send Message **Cancel**

You will be able to view the notices you have sent to the Agency's Virtual Problem Resolution Team under the "Outbox" tab.

CERTIFICATION	NOTICES ⁰	ACTIVITIES ⁰	LETTERS ²	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
INBOX	OUTBOX					
OUTBOX						
Send Message Filter						
Posted	Subject	Claim Id	Claim Type	Week	Attach	
09-Jul-2013	Payment Method	C0047493-0	UI Claim			Delete

Michigan Web Account Manager

Other MiWAM Services

continued from page 27

You can see responses to your inquiry from the Agency's Virtual Problem Resolution Team in your inbox!

CERTIFICATION								
NOTICES ² ACTIVITIES ¹ LETTERS ⁹ ATTRIBUTES CLAIMANT SERVICES DETERMINATIONS								
UNREAD ² INBOX OUTBOX								
INBOX								
Send Message Mark All As Read Filter								
Posted	Read	Subject	Claim Id	Claim Type	Week	Urgent	Attach	
23-Aug-2013	<input type="checkbox"/>	RE: Pending Issues	C0027228-0	Claim		<input type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete
23-Jul-2013	<input type="checkbox"/>	Welcome to MiWAM	C0027228-0	Claim		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete

Click the link to read the response from the Virtual Problem Resolution Team.

Reply To Note Delete

WEB NOTICE - MANUALLY SENT NOTICE

Claim ID

C0027228-0

Claim Type

UI Claim

From: Unemployment Insurance Agency

To: CANDY BAR (barcandy12)

Date: Friday, Aug 23, 2013 10:12:39 AM

Subject: RE: Pending Issues

One or more (re)Determination(s) regarding your eligibility and/or qualification for unemployment benefits have been resolved.

Please allow 1 day for posting to your MiWAM account or 3-5 days via US Post.

Please continue to certify using your new online MiWAM account or you can still call MARVIN on your scheduled day and time

Thank you for using MiWAM!

From: CANDY BAR (barcandy12)

To: Unemployment Insurance Agency

Date: Monday, Nov 4, 2013 9:27:50 AM

Subject: Pending Issues

When will I receive payment

Reply To Note Delete

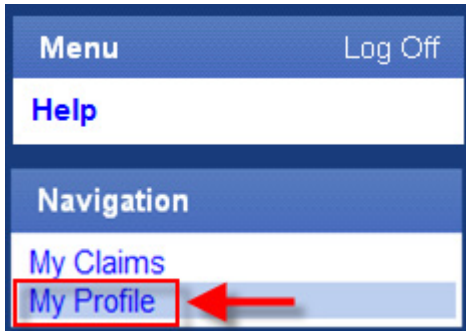
Michigan Web Account Manager

Other MiWAM Services

continued from page 28

UPDATE PROFILE INFORMATION

To update your profile information, click on the *“My Profile”* hyperlink from the sidebar navigation on the left of the screen. Then click the *“Update Profile”* hyperlink.”



User Information: You are signed in as *jsmith456*

MY PROFILE

Web Name: JOE SMITH
Phone 1: (989) 555-6789
Phone
Email: jsmith456@nomail.com
Question: What is your mother's maiden name?

I WANT TO

Update Profile ←
Cancel my Online Access
Change Password

PAYMENT PROFILE

PAYMENT PROFILE

Michigan Web Account Manager

Other MiWAM Services

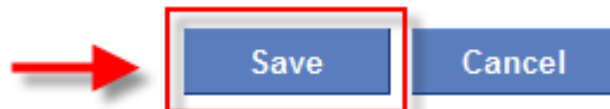
continued from page 29

Make your appropriate changes and click the **Save** button.

My Profile ⓘ ? ✕

UPDATE PROFILE

Username	jsmith456		
Name	JOE SMITH		
Country	USA ▼	Phone 1	(989) 555-6789
Country	USA ▼	Phone 2	
Email	jsmith456@nomail.com		
Question	What is your mother's maiden name? ▼		
New Question	Where were you born? ▼		
Answer	●●●●●●		
Confirm	●●●●●●		



Type in your password to verify the request:

✕

You are required to re-enter your password to verify this request. Your password will act as your signature.

Password

Required

OK Cancel

*You will receive a web notice stating that your MiWAM Profile has been updated.

Michigan Web Account Manager

Other MiWAM Services

continued from page 30

CHANGING YOUR MiWAM PASSWORD

To change your password, click on the [“My Profile”](#) hyperlink from the sidebar navigation on the left of the screen. Then click the [“Change Password”](#) hyperlink. **Note:** This is not the process if you have forgotten your password.



User Information: You are signed in as *jobblack*

MY PROFILE

Web Name: JOHN BLACK
Phone 1: +1 3135559311
Phone +1
Email: blackj123@nomail.com
Question: What is your mother's maiden name?

I WANT TO

[Update Profile](#)

[Change Password](#)

PAYMENT PROFILE

PAYMENT PROFILE

Michigan Web Account Manager

Other MiWAM Services

continued from page 31

Enter the required information and click the **Change** button.

Michigan Web Account Manager

CHANGE PASSWORD

Current Password:

New Password:

Confirm Password:

Change

Required Password Rules

- Must be between 8 and 15 characters long
- Cannot contain spaces
- Must contain both letters and numbers
- Case sensitive
- Cannot be the same as your username

Cancel

Michigan Web Account Manager

Other MiWAM Services

continued from page 32

TAX WITHHOLDING

If you would like to change your tax withholding, log into your MiWAM account and select the **CLAIMANT SERVICES** tab.

CERTIFICATION	NOTICES⁰	ACTIVITIES⁰	LETTERS⁷	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS			OTHER SERVICES			
File a claim			Contact Method			
			Modify Benefit Payment Method			
			Request Advocate			
			Request Restitution Waiver for Financial Hardship			
			Submit Job Search Contacts			
			Update Withholding ←			

Next, click the link to “[Update Withholding](#)”.

Once you have made your election, you must click the **Submit** button.

Submit		Cancel
MiWAM will time out after 15 minutes of inactivity.		
TAX WITHHOLDING/TAX EXEMPTION		
Although you can stop withholding at any time, you may elect to have taxes withheld only once per benefit year. The option to withhold taxes is not available because you already elected to have taxes withheld on your current claim.		
Do you want state and federal taxes withheld from your weekly benefits?		Yes
		No
→ Submit		Cancel

continued from page 33

I certify that the statements made on this Form are true and correct to the best of my knowledge and belief.

Password

Required

OK Cancel

CONFIRMATION

Ok Print

Michigan Web Account Manager

Name and Address Changes

in MiWAM

NAME CHANGE

You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID, you will see Names and Addresses in the upper right panel of the screen, as shown below.

CLAIM ID C0047117-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2868	Legal Name	Edit DARRYL BROWN
Benefit Year Begin	8/26/2012	Physical Address	Edit 3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	8/24/2013		
Weekly Benefit Amount	\$362.00		
Total Weeks Allowed	20		
Weeks Remaining	20		

[CERTIFICATION](#) [NOTICES⁰](#) [ACTIVITIES⁰](#) [LETTERS⁰](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [NON-MONETARY ISSUES](#)

WEEKS

Click the **“Edit”** hyperlink. Fill in the information that has changed. Your name will not be changed unless you provide the Agency with supporting documentation. If your documentation is saved on your computer, you can attach a copy by clicking the **“Add”** link from the attachment panel on the left of your screen.

Menu

Log Off

Help

Navigation

Claim: C0047117-0

Change Name

Attachments

Add

NAME CHANGE

Name Information

Last Name

BROWN-SMITH

First Name

DARREL

Middle Name

Suffix

SR.

To change your name, you must provide the Unemployment Insurance Agency (UIA) with supporting documentation. Your name will not be changed until the Agency receives the proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the 'Add' link from the attachment panel on the left.

After submitting this request, you can also mail or fax your documentation to:
Unemployment Insurance Agency
PO Box 169

Attachment Instructions:
To add the attachment please click the 'Add' link from the attachment panel on the left.
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left

Submit

Cancel

Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued from page 35

Click the "Browse" button to select the appropriate file from your saved documents that you want to attach as supporting documentation. Then click the **Save** button

Select a file to attach ✕

Type

Name Change Document ▼

Description

Marriage License

Browse...

Save

Cancel

You will receive a confirmation message once you have finished the process and clicked the **Submit** button.

Ok

Print

CONFIRMATION

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is **0-923-041-792**.

Ok

Print

Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued from page 36

ADDRESS CHANGE

To submit your change of address in MiWAM, log in to your account, click the “[Edit](#)” hyperlink under the Names and Addresses Panel next to Physical Address.

CLAIM ID C0047117-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2868	Legal Name	Edit DARRYL BROWN
Benefit Year Begin	8/26/2012	Physical Address	Edit 3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	8/24/2013		
Weekly Benefit Amount	\$362.00		
Total Weeks Allowed	20		
Weeks Remaining	20		

[CERTIFICATION](#) [NOTICES⁰](#) [ACTIVITIES⁰](#) [LETTERS⁰](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [NON-MONETARY ISSUES](#)

Enter the changed information in the appropriate fields. Then click the “Next Step” button.

[Cancel](#)

[Previous Step](#) [Address Add](#) [Next Step](#)

Change Physical Address

Address Line 1	6501 WOODWARD		
Address Line 2			
Unit Type		Unit	
Country	USA	City	DETROIT
State / Province	MICHIGAN	ZIP / Postal	48202-0000

[Cancel](#)

Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued from page 37

If the information on the screen is correct, click the **Submit** button. To make corrections, click Previous Step.

Cancel

Previous Step **Summary** **Next Step** **Submit**

Your address has been validated. You may edit the address by clicking **Previous**. Otherwise, please click **Submit** to submit your request.

6501 WOODWARD AVE
DETROIT, MI 48202-3239
USA

Ok **Print**

CONFIRMATION

Your "Address Update" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is **1-862-565-888**.

Michigan Web Account Manager

Protests and Appeals

in MiWAM

MiWAM allows you to protest determinations and appeal decisions that are associated to your account! Log in to your MiWAM account, click on the **DETERMINATIONS** tab.

CLAIM ID C0020221-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 5385	Legal Name	WILLIAM HAWKINS
Benefit Year Begin	3/31/2013	Physical Address	3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	3/29/2014		
Weekly Benefit Amount	\$122.00	OVERPAYMENT BALANCE	
Total Weeks Allowed	20	Balance	\$244.00
Weeks Remaining	18	Pending Payments	\$0.00 View Detail
		Pending Balance	Pay \$244.00 View Payments
<div> CERTIFICATION NOTICES⁰ ACTIVITIES⁰ LETTERS³ ATTRIBUTES CLAIMANT SERVICES DETERMINATIONS </div>			
WEEKS			

You will see a list of determinations and decisions associated with your account. To see a PDF copy of the letter, click on the unique letter ID. To file your protest or appeal, click on the action hyperlink, "File Appeal" or "File Protest".

CERTIFICATION	NOTICES ⁰	ACTIVITIES ⁰	LETTERS ³	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
<div> DETERMINATION STATUS FACT FINDING ADVOCACY </div>						

Determinations and Decisions that are associated to your account are listed below. If you wish to file a protest or appeal, please click the applicable link under **Action**. Note that once a protest or appeal is filed, a new determination must be issued before the issue can be acted upon again.

Sent	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
	L0000637295	Remuneration - Earned Income	LYNK MANAGEMENT INC	Redetermination Issued	C0020221-0	File Appeal
	L0000637294	Misrepresentation - Misrepresentation		Redetermination Issued	C0020221-0	Not Adversely Affected
04/01/2013	L0000610809	Monetary (Re) Determination		Determination Issued	C0020221-0	File Protest

Michigan Web Account Manager

Protests and Appeals

in MiWAM

continued from page 39

Fill in the required information. You can also provide the Agency with supporting documentation. If your document is saved on your computer, you can attach a copy by clicking the **"Add"** link from the attachment panel on the left of your screen. Then, **Submit** button

Menu Log Off

Help

Navigation

Claim: C0020221-0

Mon/Non-Mon Deter. Protest

Attachments Add

Submit Cancel

MiWAM will time out after 15 minutes of inactivity.

File (Re)Determination Protest or Appeal

Attachment Instructions:
To add the attachment please click the 'Add' link from the attachment panel on the left.
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower

Letter ID L0000610809
Letter Sent 04/01/2013

"Do you have more information that was not provided prior to the (re)determination?" Yes No

I wish to protest or appeal the (re)determination for the following reason(s). If you wish to attach supporting documentation, please see the instructions above.

Submit Cancel

You will receive a confirmation indicating your request has been submitted.

CONFIRMATION

Your "Claimant Determination Protest/Appeal" request has been submitted and will be processed in the order that it was received. After overnight processing, you may view the status of your request by visiting the **Determination Status** subtab under the **Determinations** tab. You may also print this page for your records.

Your confirmation number is **1-791-606-784**

Ok

Print

Michigan Web Account Manager

Request an Advocate

To request an advocate, click on the claimant services tab and select the "Request an Advocate" link.

CERTIFICATIONNOTICES⁰ACTIVITIES⁰LETTERS⁷ATTRIBUTESCLAIMANT SERVICESDETERMINATIONS

CLAIMANT SERVICES

FILING OPTIONS

File a claim

OTHER SERVICES

Contact Method

Modify Benefit Payment Method

Request Advocate

Request Restitution Waiver for Financial Hardship

Submit Job Search Contacts

Update Withholding

You will then be directed to select the nonmonetary issue that is being appealed.

Cancel

MiWAM will time out after 15 minutes of inactivity.

Previous StepProtestNext Step

Please select an Issue currently being protested. Select Protest

SELECTED ISSUE DETAIL

Cancel

Click on the link to select the issue that is being appealed

Request

OPEN PROTEST(S) AND APPEAL(S)

Issue	Circumstance	Stage	Decision	Result
Misconduct	Poor Attendance	Appeal Received		

Michigan Web Account Manager

Request an Advocate

continued from page 41

Then click the **Next Step** button

MiWAM will time out after 15 minutes of inactivity.

Previous Step

Protest

Next Step



Please select an Issue currently being protested. [Select Protest](#)

SELECTED ISSUE DETAIL

Issue

Misconduct

Status

Appeal Received

Circumstance

Poor Attendance

Decision

Result

Click the link to select an advocate.

MiWAM will time out after 15 minutes of inactivity.

Previous Step

Advocate

Next Step

Submit

The Advocate list provided contains names and telephone numbers of Advocates who have agreed to provide services in your area. Advocates have also identified the days and time of availability and a brief listing of their qualifications to act as an Advocate. The information on the Advocate listing is provided by the Advocate and may not have been independently verified by the Unemployment Insurance Agency.

[Select Advocate](#)



SELECTED ADVOCATE DETAIL

Advocate Id

Name

Submit

Cancel

Request



ADVOCATE LIST

Advocate Id

Name

191844352

Archer, Sterling



Michigan Web Account Manager

Request an Advocate

continued from page 42

Click the **Submit** button.

MiWAM will time out after 15 minutes of inactivity.

[Previous Step](#)

[Advocate](#)

[Next Step](#)

The Advocate list provided contains names and telephone numbers of Advocates who have agreed to provide services in your area. Advocates have also identified the days and time of availability and a brief listing of their qualifications to act as an Advocate. The information on the Advocate listing is provided by the Advocate and may not have been independently verified by the Unemployment Insurance Agency.

[Select Advocate](#)

SELECTED ADVOCATE DETAIL

Advocate Id **19-18443**

Name Archer, Sterling

Submit

Cancel

After your request for an advocate has been submitted, you will receive the following notification:

Ok

Print

Thank you for submitting your Advocate Request.

You can find this request under the **Activities** tab. **Note: Your request will be processed overnight.**

Ok

Print

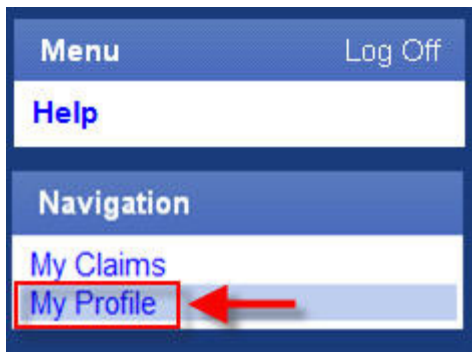
Michigan Web Account Manager

How to Make a Payment

in MiWAM

Setting up a Payment Profile

If you have an overpayment with the Agency and would like to make your payments online, you can set up a payment profile in MiWAM and identify your financial institution. Click on the link for *“My Profile”* in the left sidebar navigation panel



Then click the add button.

User Information: You are signed in as *jobblack*

MY PROFILE

Web Name: JOHN BLACK
Phone 1: +1 3135559311
Phone +1
Email: blackj123@nomail.com
Question: What is your mother's maiden name?


I WANT TO

[Update Profile](#)
[Cancel my Online Access](#)
[Change Password](#)

PAYMENT PROFILE

PAYMENT PROFILE

MANAGE PAYMENT INFORMATION AVAILABLE FOR ALL ACCOUNTS

MANAGE PAYMENT INFORMATION AVAILABLE FOR ALL ACCOUNTS					 Add Filter	
Source Name	Account Type	Bank Name	Routing Number	Account Number		

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued from page 44

You must complete all of the fields, as they are required before you can save your information. The routing number that you enter will display the name of the financial institution. Click the **Save** button.

Save

Cancel

Payment Profile

PAY TO THE

Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name	Account Holder Last Name	Check Type
JOHN	BLACK	Personal
Bank Account Type	Routing Number	Routing Number
Checking	072000326	072000326
Account Number	Confirm Account	
123456789123	123456789123	

Save

Cancel

Michigan Web Account Manager

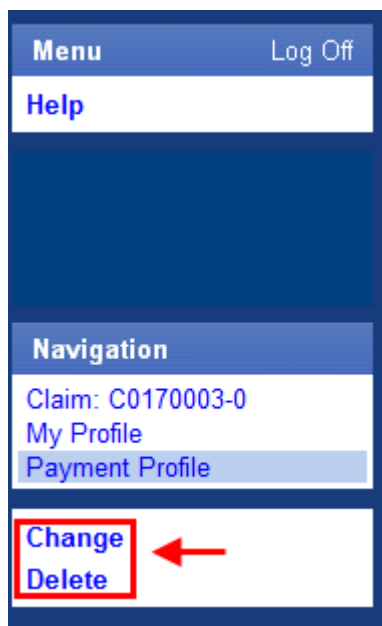
How to Make a Payment in MiWAM

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Now you can view the Payment Profile information for your financial institution. You will only be able to see the last four digits of your account number.

PAYMENT PROFILE				
PAYMENT PROFILE				
MANAGE PAYMENT INFORMATION AVAILABLE FOR ALL ACCOUNTS				
Source Name	Account Type	Bank Name	Routing Number	Account Number
Payment Profile		JPMORGAN CHASE BANK, NA	072000326	****9123

If you would like to change or delete the payment information you have saved in MiWAM, click on the link for ***“Payment Profile”***. You will see the option to change or delete profile information on the left sidebar navigation panel. If you change financial institutions, your online payment information must be updated with new information



Michigan Web Account Manager

How to Make a Payment in MiWAM

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Making a Payment

If you have an overpayment with the Unemployment Agency, you can make payments through your MiWAM account. After you log into MiWAM, you will be able to see your overpayment balance and pending payments. By clicking the link to **"Pay"**, you will be able to make a payment on the balance owed to the Agency.

CLAIM ID C0047493-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2567	Legal Name	Edit JOHN BLACK
Benefit Year Begin	3/31/2013	Physical Address	Edit 3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	5/4/2013		
Weekly Benefit Amount	\$362.00		
Total Weeks Allowed	20		
Weeks Remaining	18		

OVERPAYMENT BALANCE		
Balance	\$1,095.40	
Pending Payments	\$0.00	View Detail
Pending Balance	Pay \$1,095.40	View Payments

You must enter an amount and click the **Submit** button.

Submit **Cancel**

Payments scheduled more than 90 days in the future are not allowed and will result in a rejected payment.

Benefit - Elective


JOHN	BLACK	Payment Date:	05-Jul-2013
UI Claim			
PAY TO THE	Unemployment Insurance Agency		50.00
		Check Type	Personal
JPMORGAN CHASE BANK, NA			
MEMO This payment will be applied to the outstanding balance on your claim account.			
Bank Account Type	Routing Number:	Account Number:	
Checking	072000326	****9123	

Submit **Cancel**

continued from page 47



Ok Print



Ok Print

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued from page 48

You will be able to view your payment request as a pending payment. Note-the pending balance will also be reduced by the amount of your requested payment submission. Once your payment has been accepted, the balance will also be reduced by the same amount requested.

CLAIM ID C0047493-0

Social Security Number	*** - ** - 2567
Benefit Year Begin	3/31/2013
Benefit Year End	5/4/2013
Weekly Benefit Amount	\$362.00
Total Weeks Allowed	20
Weeks Remaining	18

NAMES AND ADDRESSES

Legal Name	Edit	JOHN BLACK
Physical Address	Edit	3024 W GRAND BLVD DETROIT MI 48202-6024

OVERPAYMENT BALANCE

Balance	\$1,095.40	
Pending Payments	\$50.00	View Detail
Pending Balance	Pay \$1,045.40	View Payments

Michigan Web Account Manager

How to Make a Payment in MiWAM

continued from page 49

ADD A REOCCURRING PAYMENT

After you set up your payment profile, you can also schedule monthly payments to be deducted from your bank account in MiWAM. Once you log into your account, click the **CLAIMANT SERVICES** tab. Under the column labeled "Other Services", then click the link to **"Add Reoccurring Payment"**.

CLAIM ID C0047493-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2567	Legal Name	Edit JOHN BLACK
Benefit Year Begin	3/31/2013	Physical Address	Edit 3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	5/4/2013		
Weekly Benefit Amount	\$362.00	OVERPAYMENT BALANCE	
Total Weeks Allowed	20	Balance	\$1,095.40
Weeks Remaining	18	Pending Payments	\$50.00 View Detail
		Pending Balance	Pay \$1,045.40 View Payments

CERTIFICATION	NOTICES ⁰	ACTIVITIES ⁰	LETTERS ²	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS		OTHER SERVICES				
File a claim		Add Reoccurring Payment				
		Contact Method				
		Modify Benefit Payment Method				
		Request Advocate				
		Update Withholding				

Michigan Web Account Manager

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Once you have completed the required information, click the **Submit** button.

Submit **Cancel**

Reoccurring Payment

The Unemployment Insurance Agency allows you the ability to schedule reoccurring payments. A reoccurring payment is a scheduled payment processed monthly toward a Debt.

Payments can be stopped up to one business day before your monthly payment date. Once you stop a payment you will need to schedule a new reoccurring monthly payment plan if you would like monthly payments to resume.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

08-Jul-2013

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

50.00

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

☐ Choose number of payments

☒ Withdraw until balance is zero

Benefit - Elective

JOHN	BLACK	Payment Date:	08-Jul-2013
UI Claim			50.00
PAY TO THE	Unemployment Insurance Agency		Check Type
			Personal
JPMORGAN CHASE BANK, NA			
MEMO This payment will be applied to the outstanding balance on your claim account.			
Bank Account Type	Routing Number:	Account Number:	
Checking	072000326	****9123	

Submit

Cancel


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You must enter your MiWAM Password to authorize the transaction.




I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the **OK** button to authorize this transaction.

Password

 **OK** **Cancel**


Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.

Ok **Print**

CONFIRMATION

Thank you for submitting your MiWAM reoccurring payment request.

A confirmation web notice will be posted to your MiWAM account momentarily.

 **Ok** **Print**

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How to Make a Payment

in MiWAM

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Reoccurring payments can be stopped up to one business day before your monthly payment date. Just click the **CLAIMANT SERVICES** tab. Under the column labeled "Other Services", then click the link to **"Stop Reoccurring Payment"**. Once you stop a payment, you will need to schedule a new reoccurring monthly payment if you want monthly payments to resume.

CERTIFICATION	NOTICES ⁰	ACTIVITIES ⁰	LETTERS ²	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS			OTHER SERVICES			
File a claim			→ Stop Reoccurring Payment			
			Contact Method			
			Modify Benefit Payment Method			
			Request Advocate			
			Update Withholding			

Michigan Web Account Manager

Frequently Asked Questions

in MiWAM

Q: What happens when I register for MiWAM?

A: When you register for MiWAM you will be granted unlimited access to your MiWAM account immediately.

Q: If I am currently registered with CWAM, will I need to register again with MiWAM?

A: Most claimants who already have an active CWAM account will not be required to re-register.

Q: Does my password expire?

A: Yes, your password expires every 13 months. As a result, you will be required to change it after one year.

Q: What should I do if I forget my username or need to reset my password?

A: Click on the link for [“Having trouble logging in?”](#) - A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if this information is not provided. Once you have been identified you will be allowed to reset your password.

Q: Can I come back to finish a claim that I began filing and finish it later?

A: MiWAM allows you to save your claim and complete it later during the same calendar week, by clicking the [Save and finish later](#) button. You will receive a confirmation number and a claim filing number. Click the [“Find a Saved Claim”](#) link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely.

Q: How can I update my MiWAM profile information (e.g., my email address, my secret question, etc.)?

A: To update your profile information, click on the [“My Profile”](#) hyperlink from the sidebar navigation on the left of the screen.

Q: Will I be able to electronically protest a determination or respond to Agency correspondence?

A: Yes. You will access the Determinations tab to either protest a determination or appeal a redetermination. Responding to any open fact-finding issues can be done by clicking on the Fact Finding sub-tab to see pending questionnaires.

Q: Why don't I receive emails from the Unemployment Insurance Agency?

A: Change your settings to allow email from DoNotReply@michigan.gov.

Q. What if I need help?

A. If you have questions about MiWAM or need help with the system, please call the following number: 1-866-500-0017, select the option to speak to a customer service representative.